

Missoula County Public Schools

Connect 5
User Manual

2013-
2014



What

BLACKBOARD CONNECT 5 is the newest version of our mass notification service. We use this service to send:

Emergency Messages about safety and security issues, school closures and urgent information.

Outreach Messages about school events, important school dates and meetings.

Connect 5 will enable us to:

- Send messages faster and easier than ever
 - o Streamlined, one-page message sending workflow
 - o Custom, pre-set scenario templates; send a message in just a few clicks
 - o Expanded message reach via Facebook, Twitter and RSS
- Deliver more targeted and relevant content
 - o Customizable community portal and group subscriptions
 - o Enhanced geo-mapping tools
 - o Real-time message delivery reports

Why

We are switching to **Connect 5 because** Alert Now will be phased-out of service by Blackboard. In addition, MCPS had limited ability to send messages to multiple contacts per family with our old Alert Now system.

MCPS is expanding our ability to efficiently reach out to our students' families and our community. **Connect 5**, along with several key adjustments to our Student Information System “Q”, will streamline communication with families and your school community. Eventually, your teachers will be able to select contact groups for their classes and send messages directly to their parent and student lists.

The shift to **Connect 5** will allow schools and teachers to push content in emails directly to their Facebook pages and Twitter feeds.

How

CONNECT 5 TRAINING AGENDA

Blackboard Trainer, Brian McAndrew

1. Orientation to Connect 5
2. Navigation Tips
3. Creating Messages
 - A. Best Practices
 - B. Length of Voice recordings – always listen first!
 - C. Key information to include in written messages
 - i. 5 W's + H
 1. Emergencies: Be sure to list location, who is affected, where kids are currently located (if necessary), next steps for parents to take (if necessary)
 2. Outreach: Be sure to list addresses, times, fees, forms and links
 - ii. What to do if you receive a message in error (place building secretary contact info in body of message for responses)
 1. If you received this message in error, please contact [Insert your name, email & phone].
- d. Creating Groups
- e. Finding Contacts
- f. Linking Connect 5 with your Facebook Page
- g. Where to flag a contact in Q
- h. Hands-on practice
 - i. Updating security profile
 - ii. Sending a message

Who

In the 2013-14 school year, principals, building secretaries, counseling staff and district administrative staff will use **Connect 5** to send messages to our school community.

In the 2014-15 school year, we will enable teachers to send messages to the students and families in each of their classes.

When

By **January 21, 2014**, MCPS will officially transition away from Alert Now and use **Connect 5** as our exclusive mass notification service.

February through June, be prepared to receive extra calls from parents wondering why they are now receiving more emails and phone calls and eventually texts from your school.

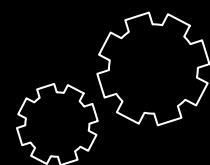
1) Ask if they want to receive emergency messages from the school.

2) Ask if they want to receive outreach messages from the school.

3) Make adjustments in Q to flag their record appropriately.

By **August 1, 2014** District Enrollment Forms and all school-based contact update forms should be updated to allow parents to opt-in their phone, email and mobile phones for receiving messages from the school.

By **August 1, 2014**, all teaching staff will have class lists pre-loaded to allow them to send messages to the students and families in each of their classes.



Get to Send Faster with Blackboard Connect 5

Blackboard Connect 5 is the newest version of our mass notification service. We built Connect 5 using feedback from you, our users, to make it faster and easier than ever to send a message. We encourage you to join hundreds of other Blackboard Connect clients who have already upgraded and who can now:

- **Send messages faster and easier than ever**
 - Streamlined, one-page message sending workflow
 - Custom, pre-set scenario templates; send a message in just a few clicks
 - Expanded message reach via Facebook, Twitter and RSS
- **Deliver more targeted and relevant content**
 - Customizable community portal and group subscriptions
 - Enhanced geo-mapping tools
 - Real-time message delivery reports

Learn more about Blackboard Connect 5 and how you can upgrade to the future of mass notification free of charge today.

For faster access to Blackboard Connect

Bookmark this Page

Sign In Here

Username

Password

SIGN IN >

Forgot your [username](#) or [password](#)?

Blackboard Connect[®]

Behind the Blackboard MISSOULA COUNTY PUBLIC SCHOOLS... Hatton Littman

OR

Home Message Center Recipients Reports Admin

Send a Message))

Announcements

Autumn 2013 Update: We've added new features that make Blackboard Connect even better, including these:

- **Two-way Messaging:** Allow recipients to reply to your message, and manage inbound responses in your Connect inbox.
- **Mode Prioritization:** Prioritize the modes your message is delivered in – and minimize over-messaging.
- **Quick Translate:** Translate your message in up to 16 languages with one button.
- **Message confirmation:** allow recipients to confirm they've received your message.
- **Cancel RSS & CAP:** Stop RSS and CAP message content, even as voice, email and/or SMS are still completing.

Download Blackboard Connect for [iOS](#) or [Android](#).

Want to learn more about the newest features? Read the [documentation](#).

Have an idea for a great new feature? Sign in to [Behind the Blackboard](#) and submit it in the Ideas section or send us an [email](#). We want to hear from

December Quick Stats

Messages Sent

0

People Reached

0

Bad Numbers

0 %

Successful Deliveries

0

★ Favorite Templates

You don't have any templates in your favorite list. Mark templates that you use the most often and they will appear here on your Home page for a quick send.

[Create a template](#)

[Mark your favorites](#) ★

Recent Activity

Have a Safe and Warm Winter Break

Completed

Created by Littman, Hatton

23 December 2013 9:37AM (MT) • 0 Total Contacts

Blackboardconnect[®]

Behind the BlackboardMISSOULA COUNTY PUBLIC SCHOOLS...Hatton Littman

HomeMessage CenterRecipientsReportsAdmin

Send a Message))

Send

Drafts

Outbox

Sent

Templates

Scripts

Choose Message Type

OR

Emergency

Choose a Template

Emergency messages will get highest priority in the queue and will be sent to all possible contact methods for selected recipients of the message.

Survey

Outreach

Choose a Template

Outreach messages should be used for announcements and news to be sent out broadly. Recipients will receive outreach messages via their preferred methods of contact.

Attendance

Message Center > Send

https://connect.blackboardconnect.com/Notification/LoadNewMessage?messageStatus=Draft&messageType=Outreach

Most VisitedGetting StartedSuggested SitesWeb Slice Gallery

Send

Drafts

Outbox

Sent

Templates

Scripts

Send a Message

CancelSave as DraftNext

Message Type

Outreach

Title

To...

Select Map Area...

Add Languages...

NEW Translate All

* English (0)

Delivery Modes

0

0

0

0

0

0

0

Phone

CallerId

MISSOULA COUNTY PUBLIC SCHOOLS406-728-2400

Send Message To:

Select by: **Contacts**

List 1 (x)

Add List

Build Your Include List

Clear

- 3. + Site All
- 4. + Type All
- 5. + Grade All
- 6. + Language All
- 7. + Group All
- 8. + Gender All
- 9. + Country All
- 10. + Map All

Name

starts with



Search

Hide Advanced Search

9742 contacts found. 0 selected. ☐ Select all

Optional
Filters

Don't
Forget

Telephone Greeting

Message Center > Send



https://connect.blackboardconnect.com/Notification/LoadNewMessage?messageStatus=Draft&messageType=Outreach#



Print screen selection in windows



Most Visited Getting Started Suggested Sites Web Slice Gallery

Drafts

Outbox

Sent

Templates

Scripts

Message Type

Outreach

Title

Test Message

To...

Recipients x

Review

Select Map Area...

Add Languages...

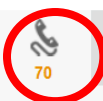


Translate All



* English (70)

Delivery Modes



Phone

CallerId

MISSOULA COUNTY PUBLIC SCHOOLS 406-728-2400

Delivery
Options

☐ TTY ☐ Call phones one time only

Add Voice (1/5)

Add Text to Speech (1/5)

NEW Voice+ Audio

Record your **Voice+ Audio** with variable inserts by pressing (*) on the telephone keypad to represent inserted variables. Not applicable to Upload Audio. Click the play button to the right to learn more.



Call 800-901-4956 [More Numbers](#)

Enter User ID **371233**

Enter Message Box ID **2288706**

RECORD your message after the tone.

To FINISH, press #.

To REVIEW, press 2.

To EXIT, press 9 and hang up.

----- OR -----

Upload Audio



approx time: 0:00 Download

Copy from Mode

Insert Variable

Insert Script

Save as Script

Add Voice (2/5)

Add Text to Speech (2/5)

Email Message



70



58



0



0



0



0



0

Email

1

From

MISSOULA COUNTY PUBLIC SCHOOLS (noreply@mcps.k...)

2

Subject

Test Message

3

This is a test message to our school.

Design HTML Preview

29963 Characters remaining

SMS Text Message

Delivery Modes



Text

Help your Recipients identify your message by placing the name of your Institution in your text message.

This is a test SMS message to our school

120 Characters remaining

Copy from Mode

Insert Variable

Insert Script

Save as Script

Time Zone

(GMT-07:00) Mountain Time (US & Canada)

When

☐ Now

☒ Later

Select a date: 23 Dec 2013 03:30 PM

Add Selected Date

No Dates Selected. Please add a date.

Cancel

Save as Draft

Next

Facebook Post

Scripts

Add Languages...

Translate All

* English (70)

Delivery Modes



Facebook

420 Characters remaining

Copy from Mode

Insert Script

Save as Script

Time Zone

(GMT-07:00) Mountain Time (US & Canada)

When

☐ Now

☒ Later

Select a date: 23 Dec 2013 03:30 PM

Add Selected Date

No Dates Selected. Please add a date.

Cancel

Save as Draft

Next

Review Your Message

Title Test Message **1**
Message Type Outreach **2**
Institution MISSOULA COUNTY PUBLIC SCHOOLS
Scheduled By Hatton Littman
Languages English* 70
Total Recipients 70 **3**
Deliveries
58 **4**
70 (No content created to send to these devices) **5**
0 (No destinations specified to send to) **6**
0 (No destinations specified to send to) **7**
Send Time 23 December 2013 3:30PM (MT) **8**

Edit Message

Send

Q Flag to include/exclude people
from Outreach Messages

Path: Student Editor>>>Contacts Tab>>Click Edit>>check Auto Dialer

Student Editor - Sandbox@Lewis & Clark

File Help Date: 01/02/2014

NAME - Last Zardeneta **First** Ariana **Middle** **Sfx** **Student ID** 7CD99BEACA **Gender** Female
Hispanic/Latino ☐ Yes ☒ No **Race** White **Add'l Race**

General **Addresses** **Misc.** **Other** **Contacts** **Boundary** **Enrollment** **Picture** **MCPS**

Contact Name	Type	Relationship
Michelle Bartow	Parent	Mother
Kim Mohr	Parent	Father

Phone # **Extension** **Description** **Msg Unlst**

(555)001-6611		Home Phone	
(555)003-8845		Work Phone	
(555)001-5021	Secondary	Work Phone	

Type **Relationship**

Parent **Mother**

☒ Report Card ☐ Okay to Pick Up
☒ Progress Report ☒ Legal Guardian
☒ Schedule ☒ Auto Dialer
☐ Attendance ☐ Other 3
☒ Behavior ☐ Other 4
☒ Health ☐ Parent Connect

Find List Enroll Status Undo Save Quit

When to send...

	Phone Message	Email Message	SMS Text Message
Emergency Messages:	Always * District Admin office will use phone messages for EMERGENCIES ONLY	Always	Always
Outreach Messages: School buildings can determine what level of tolerance your school community has for the use of phone messages. In general, if you have a large portion of families who do not have access to email, consider sending phone messages for all OUTREACH messages.	Optional	Optional	No

Basic types of outreach messages:

- First day of school welcome message
- Reminders when school lets out early or is closed for holidays
- Invitations to school functions/events (and reminders about the events)
- Scheduling parent/teacher conferences
- Celebrations about school accomplishments
- Notice about building drills
- End of school year message

Basic types of emergency messages:

- Issues that impact student safety during the school day
 - Police activity near the school
 - Issues that affect student transportation home
 - Health and wellness messages (outbreaks of contagious diseases)
 - Student safety threats

Delivery lists:

Emergency Messages	Outreach Messages
Will be sent to all contacts listed for each student.	Will be sent to all contacts listed as parents/guardians for each student.

Sample Emergency Message:

At this time of year, it is common for wildlife to travel in the corridors around our homes and school buildings.

There have been bear sightings in the Pattee Canyon, South Hills and Miller Creek areas over the past 7-10 days. MCPS received a parent call on the morning of Tuesday October, 8, 2013 about a bear rummaging through trash on East Vista Drive. The bear was observed on Monday afternoon, October 7, 2013.

Please be aware of the wildlife in your area and take precautions for your students as they travel to and from school and school bus stops.

Beach Transportation and Fish Wildlife and Parks representatives are recommending that all children in these areas be accompanied to and from their bus stops by a parent/adult.

If you see a bear or mountain lion or have additional questions about bears and/or mountain lions please contact Fish, Wildlife and Parks at <http://missoulabears.org>.

Your cooperation in this matter is appreciated.

If you received this message in error, please contact [YOUR NAME HERE] at [Phone and email].

Sample Outreach Message:

Welcome back for the 2014-15 School Year, we are so happy to see returning students and some new faces at [school name].

Please join us for our open house on Wednesday September 10, 2014 from 6-7:30 p.m. in the gymnasium. Principal X will greet all the families and there will be presentations from the PTA, our counseling staff and the school's green team. At 6:30 p.m. parents will be invited to visit their child's classroom and check in at booths setup around the school. Representatives from the Cub Scouts, Girl Scouts, Robotics Team, Peace Choir and Campfire Kids will all be present to answer questions about after school activities.

If you have any questions or you received this message in error, please contact [YOUR NAME HERE] at [Phone and email].